AMENDMENTS TO THE CLAIMS

This listing of claims will replace all prior versions, and listings, of claims in the application:

1. (currently amended) A method of characterizing a system, the method comprising:

logging outages of the system;

measuring directly one or more additional indicia associated with each outage, the one or more additional indicia selected from frequency, duration and business impact of the outage; and

calculating a figure of Merit (FOM) based on contributions of each outage weighted in accordance with the associated additional indicia.

2. (previously presented) The method of claim,

wherein the FOM includes a business impact weighted availability, reliability or maintainability measure.

3. (original) The method of claim 1,

wherein the FOM includes a business impact weighted server panic index.

4. (original) The method of claim 1,

wherein the outage logging is performed on a system-wide basis.

5. (original) The method of claim 1,

wherein the outage logging is performed for individual subsystems, services and functionality of the characterized system.

6. (original) The method of claim 1,

wherein the outage logging encodes a level of performance degradation.

7. (original) The method of claim 1, further comprising;

remotely monitoring the outages and the one or more additional indicia; and performing the FOM calculating off-site from the characterized system.

8. (original) The method of claim 1, further comprising:

using the FOM as a factor in an employee compensation scheme.

9. (original) The method of claim 1, further comprising:

evaluating a service level commitment using the FOM.

10. (original) The method of claim 1, further comprising:

calculating an incentive fee using the FOM.

11. (original) The method of claim 1,

wherein the characterized system includes an information system.

12. (currently amended) A computer program product encoded in one or more computer readable media and comprising:

instructions executable to obtain measure directly event data for one or more monitored systems;

instructions executable to associate elements of the event data with business impacts thereof on the monitored system; and

instructions executable to calculate a Figure of Merit (FOM) including contributions for each event data element weighted in accordance with the associated business impacts.

13. (original) The computer program product of claim 12,

wherein the event data include one or more of outages, service interruptions and performance degradations of the monitored systems and individual subsystems, services or functionality thereof.

14. (original) The computer program product of claim 12,

wherein the one or more computer readable medium are selected from the set of a disk, tape or other magnetic, optical, or electronic storage medium and a network, wireline, wireless or other communications medium.

15. (currently amended) A monitoring system comprising:

an interface to event data that is directly measured for one or more monitored systems or subsystems; means for associating elements of the event data with business impacts thereof; and

means for calculating a Figure of Merit (FOM) including contributions for the event data weighted in accordance with the associated business impacts.

16. (original) The monitoring system of claim 15,

wherein the means for calculating a Figure of Merit (FOM) includes instructions executable on the monitoring system to weight contributions to an availability, reliability or maintainability index in accordance with the associated business impact of each event on the monitored systems or subsystems.

17. (original) The monitoring system of claim 15,

wherein the event data include incidence and duration of server panics; and

wherein the means for calculating a Figure of Merit (FOM) includes

instructions executable on the monitoring system to weight contributions of each server panic to a server panic index in accordance a duration thereof.

18. (original) The monitoring system of claim 15, further comprising:

one or more state tracking tools executable on one or more of the monitored systems to supply the event data.